



NEW: 07/01/2019  
 Submitted: 06/11/2019

JOB TITLE:	COORDINATOR NETWORK
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

**SCOPE OF RESPONSIBILITIES**

Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

- Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements
- Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution
- Administers and configures routers and related equipment including interface configuration and routing protocols
- Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week
- Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure
- Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors
- Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments
- Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams
- Evaluated staff as assigned
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Performs other duties as assigned by supervisor

**PHYSICAL DEMANDS**

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS
Bachelor's degree in a related field and/or three years of demonstrable experience in a directly related field.
Two (2) years of demonstrable experience supporting an enterprise network infrastructure in the said capacity
Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.
A current, relevant, and industry-recognized certification or ability to complete department-designated and department- paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS
Master's degree
Experience leading a team of network support staff.
Experience in enterprise LAN/WAN design and network security
Experience in a diverse workplace